

The Commonwealth of Kentucky  
**kynect State-Based Marketplace**



**Helpful Resources**  
**Quick Reference Guide**

Kentucky's transition to a State-Based Marketplace (SBM) is pending official authorization from the Centers for Medicare & Medicaid Services (CMS). Final approval is anticipated to occur later this summer. Future updates will be shared as appropriate.

## Introduction

This Quick Reference Guide is designed to assist individuals in finding helpful contact information.

Last Updated: July 9, 2021

Contact Information for Overarching Group/Services			
Department or Entity Name	Phone Number	Website	Reason(s) to Contact
Agent/Broker Call Center	(855)-CMS-1515 (855-267-1515)	<a href="https://portal.cms.gov/portal/">https://portal.cms.gov/portal/</a>  Email: <a href="mailto:CMS_FEPS@cms.hhs.gov">CMS_FEPS@cms.hhs.gov</a>	<ol style="list-style-type: none"> <li>1. Questions about password resets and account lockouts on the CMS Enterprise Portal</li> <li>2. CMS Enterprise Portal account issues, requests, or error messages</li> <li>3. This Help Desk is available Monday through Saturday, 8:00 AM – 10:00 PM ET.</li> </ol>
Cabinet for Health and Family Services (CHFS)	(502)-564-3703	<a href="https://chfs.ky.gov/">https://chfs.ky.gov/</a>	<p>CHFS consists of several agencies with various functions from internal administration to programs and direct services. Houses departments such as:</p> <ol style="list-style-type: none"> <li>1. Department for Medicaid Services (DMS)</li> <li>2. Department for Community Based Services (DCBS)</li> <li>3. Department for Behavioral Health, Developmental and Intellectual Disabilities (BHDID)</li> </ol>
Cabinet for Health and Family Services (CHFS) Ombuds	(800)-372-2973 (800)-627-4702 (TTY)	<a href="https://chfs.ky.gov/agencies/os/omb/Pages/default.aspx">https://chfs.ky.gov/agencies/os/omb/Pages/default.aspx</a>	<ol style="list-style-type: none"> <li>1. Questions or issues concerning CHFS programs</li> <li>2. Assist an applicant filing a complaint</li> <li>3. Investigate customer complaints and work with CHFS management to resolve them</li> <li>4. Advise CHFS management about patterns of complaints and recommend corrective action when appropriate</li> </ol>
Center for Medicare & Medicaid Services (CMS)	(800)-635-2570	<a href="https://www.cms.gov/">https://www.cms.gov/</a>	<ol style="list-style-type: none"> <li>1. Medicare</li> <li>2. Medicaid</li> <li>3. Kentucky Children's Health Insurance Program (KCHIP)</li> </ol>
Child Care Assistance Program	(859)-254-9176	<a href="https://chfs.ky.gov/agencies/dcbs/dcc/Pages/ccap.aspx">https://chfs.ky.gov/agencies/dcbs/dcc/Pages/ccap.aspx</a>  <a href="https://kynect.ky.gov/benefits/s/program-page?program=CC&amp;language=en_US">https://kynect.ky.gov/benefits/s/program-page?program=CC&amp;language=en_US</a>	<ol style="list-style-type: none"> <li>1. Application assistance</li> <li>2. Eligibility determination for child care</li> </ol>

Contact Information for Overarching Group/Services			
Department or Entity Name	Phone Number	Website	Reason(s) to Contact
Child Support Enforcement	(800)-248-1163	<a href="https://csws.chfs.ky.gov/csws/">https://csws.chfs.ky.gov/csws/</a>	<ol style="list-style-type: none"> <li>1. Questions about the Child Support Enforcement Program</li> <li>2. Make Child Support payments</li> <li>3. Quickly view payments and account balances, provide employment information and address changes, view upcoming court dates and appointments</li> <li>4. Upload documents and send messages to your caseworker</li> </ol>
COBRA (via Kentucky DOI)	(502)-564-5868	<a href="https://insurance.ky.gov/ppc/new_default.aspx">https://insurance.ky.gov/ppc/new_default.aspx</a>	For questions concerning COBRA
Department for Community Based Services (DCBS)	(855)-306-8959	<a href="https://chfs.ky.gov/agencies/dcbs/Pages/default.aspx">https://chfs.ky.gov/agencies/dcbs/Pages/default.aspx</a>  <b>Please note:</b> Each county has its own DCBS office. Please refer to the website for more information.	To complete an application or ask questions about the following: <ol style="list-style-type: none"> <li>1. Family support</li> <li>2. Child care</li> <li>3. Child and adult protection</li> <li>4. Low Income Home Energy Assistance Program (LIHEAP) questions</li> <li>5. Supplemental Nutrition Assistance Program (SNAP) questions</li> <li>6. Kentucky Transitional Assistance Program (KTAP) questions</li> <li>7. Medicaid eligibility</li> </ol>
Department for Medicaid Services (DMS)	(800)-635-2570	<a href="https://chfs.ky.gov/agencies/dms/Pages/default.aspx">https://chfs.ky.gov/agencies/dms/Pages/default.aspx</a>	<ol style="list-style-type: none"> <li>1. Questions concerning the Kentucky Medicaid Program</li> <li>2. Questions concerning Kentucky Children's Health Insurance Program (KCHIP)</li> <li>3. Member services information</li> <li>4. For a Manual ID request, email <a href="mailto:DMS.IDProofing@ky.gov">DMS.IDProofing@ky.gov</a></li> </ol>

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Department of Insurance (DOI)	(502)-564-3630 (local) (800)-595-6053	<a href="https://insurance.ky.gov/ppc/new_default.aspx">https://insurance.ky.gov/ppc/new_default.aspx</a>	<ol style="list-style-type: none"> <li>1. General insurance questions</li> <li>2. Issues or complaints involving Agents or Health Plan Issuers</li> </ol>
Dire Need Issues		Email: <a href="mailto:kynectdireneed@ky.gov">kynectdireneed@ky.gov</a>	For Dire Need issues requiring attention within a 24-hour period
Kentucky Health Benefit Exchange	(855)-459-6328	<a href="http://KHBE.ky.gov">KHBE.ky.gov</a>	<ol style="list-style-type: none"> <li>1. The contact center can assist with citizen applications and questions for MAGI Medicaid and KCHIP.</li> <li>2. KHBE also provides training resources, CAC applications, and reporting requirements.</li> </ol>
Kentucky Health Benefit Exchange (KHBE) Professional Support Line	(855)-326-4650 (Option: 1)		<ol style="list-style-type: none"> <li>1. Self-Service Portal issues</li> <li>2. Variety of other topics specifically for Agents and kynectors</li> </ol>
Kentucky Online Gateway (KOG) Helpdesk	(502)-564-0104 (Extension: 2)	<a href="http://KOG.chfs.ky.gov">KOG.chfs.ky.gov</a>  Email: <a href="mailto:KOGHelpdesk@ky.gov">KOGHelpdesk@ky.gov</a>	<ol style="list-style-type: none"> <li>1. KOG account issues</li> <li>2. Application issues</li> <li>3. Troubleshooting</li> </ol>
Kentucky Prescription Assistance Program (KPAP)	(800)-633-8100 (502)-564-8966 Extension: 4008 (program manager)	<a href="https://chfs.ky.gov/agencies/dph/dpgi/hcab/Pages/kpap.aspx">https://chfs.ky.gov/agencies/dph/dpgi/hcab/Pages/kpap.aspx</a>	<ol style="list-style-type: none"> <li>1. Questions concerning the KPAP program.</li> <li>2. How do I access discount drug programs and discount pharmacy programs?</li> </ol>

Contact Information for Overarching Group/Services			
Department or Entity Name	Phone Number	Website	Reason(s) to Contact
Kentucky Transitional Assistance Program (K-TAP)	(855)-306-8959	<a href="https://chfs.ky.gov/agencies/dCBS/dfs/fssb/Pages/ktap.aspx">https://chfs.ky.gov/agencies/dCBS/dfs/fssb/Pages/ktap.aspx</a>	For questions concerning the Kentucky Transitional Assistance Program (K-TAP)
Medicare	(800)-Medicare (800-633-4227)	<a href="https://www.medicare.gov/">https://www.medicare.gov/</a>	<ol style="list-style-type: none"> <li>1. General Medicare information</li> <li>2. Ordering Medicare booklets</li> <li>3. Information about health plans</li> </ol>
Special Supplemental Nutrition Program for Women, Infants and Children (WIC)	(800)-462-6122	<a href="https://chfs.ky.gov/agencies/dph/dmch/nb/Pages/wic.aspx">https://chfs.ky.gov/agencies/dph/dmch/nb/Pages/wic.aspx</a>	<ol style="list-style-type: none"> <li>1. WIC provides nutrition education and services, breastfeeding promotion and education, monthly food prescription of nutritious foods and access to health-care services.</li> <li>2. Support for individuals who: <ul style="list-style-type: none"> <li>• Are pregnant</li> <li>• Recently had a baby</li> <li>• Are breastfeeding</li> <li>• Have a child younger than 5 years of age</li> </ul> </li> </ol>
State Health Insurance Assistance Program (SHIP)	(877)-293-7447 (Option: 2)	<a href="https://chfs.ky.gov/agencies/dail/Pages/ship.aspx">https://chfs.ky.gov/agencies/dail/Pages/ship.aspx</a>	<ol style="list-style-type: none"> <li>1. SHIP provides assistance to seniors and disabled individuals, their family members, and caregivers to make informed decisions about their health care, including Medicare Part D and Medicare supplemental insurance options.</li> <li>2. Call for Medicare questions.</li> </ol>
Supplemental Nutrition Assistance Program (SNAP)	(855)-306-8959	<a href="https://chfs.ky.gov/agencies/dCBS/dfs/nab/Pages/snap.aspx">https://chfs.ky.gov/agencies/dCBS/dfs/nab/Pages/snap.aspx</a>	For questions about the Supplemental Nutrition Assistance Program (SNAP)